extriCARE® Negative Pressure Wound Therapy (NPWT) System

Alarm Features/Troubleshooting

In order to assure proper patient compliance, the extriCARE® 2400 system is equipped with both audio and visual alarms for all the errors listed in the chart below.

To disengage the alarms:

1. Audio alarms can be muted by pressing any button on the device front plate.
2. Visual alarms, which include the LED and screen symbols, need to be disengaged by pressing the "PUMP" button. If the screen is locked, it needs to be unlocked first before the visual alarm can be disengaged.
   For instructions on how to unlock the screen please refer to section 10.2.5 on the User Manual.

Error Code	Error Type	Cause	Audio Alarm Features	Visual Alarm Features	System Status	Suggested Mitigation
E01	Canister Full Error	The canister is equipped with full sensors that will be triggered either when a canister is full of exudates or a false fullness caused by incorrect use of the system	3 beeps every 20 seconds	• Alarm symbol and "E01" flashing on LCD screen • Yellow LED flashing every 2 seconds	Pump will shut off immediately	Install a new canister
E03	Tilt Error	The extriCARE® System is tilted at an angle greater than 95 degrees with respect to the upright position for more than 10 seconds	3 beeps every 20 seconds	• Alarm symbol and "E03" flashing on LCD screen. • Yellow LED flashing every 2 seconds	Pump remains on	Place the device back to an upright position
E04	Low Battery Error	Less than 25% power remaining indicating that extriCARE® System will power off soon	3 beeps every 20 seconds	• Battery, alarm symbol and "E04" flashing on LCD screen • Yellow LED flashing every 2 seconds	Pump remains in function until the battery depletes	Plug in extriCARE® system and make sure the on / off switch is in the ON position. Note: the pump can provide therapy while charging.
E05	High Voltage Error	The extriCARE® System being used with an adapter that is not recommended; There is a risk of voltage incompatibility if the input voltage is greater than 6V	3 beeps every 20 seconds	• Alarm symbol and "E05" flashing on LCD screen • Yellow LED flashing every 2 seconds always on	System is shut off	Unplug the adapter and use the recommended adapter
E06	Canister Installation Error	The canister is not detected or is installed incorrectly	3 beeps every 20 seconds	• Alarm symbol and "E06" flashing on LCD screen • Yellow LED flashing every 2 seconds	Pump will not run	Properly install the canister in place. Take off canister and inspect white square sticker. If white sticker is missing or black replace canister.
E07	Blockage	Tubing or dressing clog or blockage	1 beep every 20 seconds	• Alarm symbol and "E07" flashing on LCD screen. • Yellow LED always on	Pump remains on	Replace the dressing and tubing set with a new set
Air Leakage Error		There are many potential sources of leaks (incomplete seal between extriCARE® dressing and skin, improper connection between tubing, canister leakage, etc.) The alarms have been divided into two categories:				
E02*	a) Major Leak Error	Pump unable to reach 50% of the preset pressure after 1 minute of pumping effort	3 beeps every 20 seconds	• Alarm symbol and "E02" flashing on LCD screen • Yellow LED flashing every 2 seconds	System will shut down after 5 minutes	Inspect for possible air leaks between: • the wound and extriCARE® dressing • the extriCARE® dressing and canister • the canister and pump • if necessary, power off and back on to restart the system after adjustment
E08*	b) Minor Leak Error	Pump unable to reach 80% of the preset pressure after 1 minute of pumping effort	1 beep every 20 seconds	Alarm symbol and "E08" flashing on LCD screen, yellow LED remains illuminated	System will shut down after 20 minutes	

*Apply pressure around outside of dressings with one hand in a clockwise rotation, while watching pressure indicator number. When the number increases you have identified location of the leak. Then pick up dressings and apply Gel strip onto the skin. Replace dressing down to the skin. OR Identify location of the leak and then apply Gel strip under edge of dressing where leak is located.

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